



Momentum Healthcare Client Profile

Paperless technology supports the mission and values of Royal Oaks Retirement Community

SITUATION

Royal Oaks, a Continuing Care Retirement Community, provides facilities and services which promote a high degree of comfort, security, independence and life satisfaction for their residents. One of the facility's most valuable resources is its employees and their time. "Our goal is to increase our quality of care by saving time on administrative tasks and spending more time caring for residents," says Adam Prybyl, Royal Oaks IT Director. "If a technology helps us, we use it. If it hurts us, we don't."

"Going paperless" was a central focus in the implementation of Momentum solutions. Long-term healthcare generates an enormous amount of information which is difficult to manage on paper. The entire multi-disciplinary team needs access to information at the same time, which is impossible with paper records. Finally, legal requirements demand that all information be kept for six years, which creates enormous hurdles during audits and reviews.

SOLUTION

To achieve a "paperless" clinical operation, Royal Oaks implemented the entire Momentum Healthcare Clinical Systems suite. They use the full Microsoft Dynamics GP Financials suite as well, also implemented by Momentum, which provides strong integration between the clinical and financial applications. "We began by taking time to think about where we wanted to go and what the outcomes should be," said Adam. "We knew there would be areas where our processes would need to adapt, and areas where we would need to modify the software."

Royal Oaks also utilizes the MDS module, even though it is not required because they are not currently Medicare certified. "We find it beneficial to maintain federal standards," says Dina Capek, Director of Health Services. "If we choose to recertify, we will be ready." It's already helped with the state surveys — Royal Oaks has had perfect state scores during the two years they've been using the system.

To accomplish a seamless implementation, Momentum sent a qualified instructor — a veteran RN with healthcare administrative experience — to train Adam, also an RN, on the entire system; he then trained others. "This way, I knew the whole system, and could serve as an onsite resource," said Adam.

Solution Brief

Organization

Royal Oaks Lifecare Community
Opened in 1983 with the firm belief that retirement years can be the most fulfilling years of a resident's life.

Facilities

359 assisted living, independent living and skilled nursing units located on a 39-acre campus

Situation

To implement a comprehensive, paperless system that helps improve care, increases time with residents, and reduces costs.

Solution

Momentum Care Management (EHR)
Momentum MDS
Microsoft Dynamics GP
Microsoft SQL Server

Benefits

Royal Oaks captures more patient information and has more time for patient care with a paperless system. The system has improved survey documentation — resulting in a flawless (perfect state scores) surveys in the two years following the implementation.

paperless

“Implementing an electronic paperless health record has enabled our staff to increase time interacting with residents.”

Adam Prybyl, IT Director

BENEFITS

Paperless is the way to go

The inherent accessibility of information provided by the paperless capabilities of Momentum products helped Royal Oaks achieve a key goal — they spend more time with residents because information is more accessible, more accurate, easier to enter, and quicker to find.

Complete, accurate charting

Nurses now enter notes on wireless laptops at the point of care, while the information is fresh. “The nurses record more information as a result,” says Dina, “which may be linked with residents receiving better care, not to mention the liability aspect — if there’s a question about care, we can show a more complete picture of what happened during the resident’s stay.”

Getting everything done

“Everyone has a standardized to-do list,” says Adam. “Each nurse pulls a report every day before they leave. If they’ve forgotten anything, such as required medications, the report reminds them.”

More prepared for the future

Royal Oaks is confident in their decision to standardize on Microsoft technologies. “I have great confidence in the Microsoft platform,” says Adam, “so I’m very excited about the product path Momentum is working on.”

WHAT’S NEXT

Royal Oaks is a visionary organization, constantly looking for ways to use technology to improve healthcare. They now have a robust system that is meeting and exceeding their needs, but they’re not done yet. They plan to implement the upcoming Wound Management module when it’s released. They also plan to implement the upcoming Decision Support System products. “Having access to key clinical and business metrics at all levels of the organization will be a huge benefit,” says Dina. “We’ll be able to monitor and manage to specific goals, and see results over time.”

For more information about Royal Oaks, go to www.royaloakslife.org

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www.momentumhealthware.com
1-877-231-3836
email.us@momentumhealthware.com